

The following guidelines outline proper use of NC E-Procurement @ Your Service:

1. NC E-Procurement @ Your Service is for official business. It is not intended for personal use.
2. Users should maintain the confidentiality of usernames and passwords at all times.
3. This is a live system, and as such only valid purchase orders should be created. If training is needed, please use the web-based training by going to <http://www.ncgov.com>, and clicking on the blue "NC E-Procurement @ Your Service" button. Next, click on the Training Tab and then the Web-based Training button. Click the "Login to the WBT for the first time" link. You will be prompted to enter a password to access the training. Next, click entity button that relates to you. Click the "User Support" link. Choose the "Web Based Training" link. You will be prompted to enter a password to access the training. Type "ep2001" and click the "OK" button. A registration page will display, follow the instructions to complete the registration process.
4. Suppliers are responsible for fulfilling all orders generated from NC E-Procurement @ Your Service.
5. Participating buying entities are responsible for paying all invoices associated with orders placed on NC E-Procurement @ Your Service.
6. NC E-Procurement @ Your Service is designed for use in many legal jurisdictions throughout North Carolina. It is the responsibility of the buyer and supplier to know and comply with all federal, state, and local requirements for purchasing, including but not limited to bid and quotation limits, supplier group preference, and taxation.
7. Buyers should instruct any unregistered suppliers to complete the registration process for NC E-Procurement @ Your Service by visiting <http://www.ncgov.com>, clicking on the blue "NC E-Procurement @ Your Service" button and then clicking on the "Registration" link located under "Vendor". Suppliers are not registered until they have accepted the State's Terms of Use. Suppliers must complete registration before they are able to receive any electronic purchase orders through NC E-Procurement @ Your Service.
8. Any inappropriate use of NC E-Procurement @ Your Service by suppliers should be reported to Customer Service at ephelpdesk@ncmail.net. Please include a detailed description of the event. Some cases of misconduct may merit debarment, or the supplier's removal from NC E-Procurement @ Your Service.
9. eQuote is intended for the solicitation of quotes for valid purchases. eQuote should only be used if the buyer intends to actually make a purchase through NC E-Procurement @ Your Service. The suppliers participating in eQuote have the expectation of potential business and may cease responding to eQuote requests if buyers misuse the eQuote functionality.
10. When buyers invite a supplier to participate in eQuote using the online eQuote request form, an attempt will be made to recruit the supplier to participate in future eQuotes. Please keep in mind that the supplier must ultimately decide to register and participate in eQuote.
11. Providing easy access to NC E-Procurement @ Your Service is one of our highest priorities. NC E-Procurement @ Your Service is available 20 hours per day, 7 days per week.
12. Customer Service is available from 7:30 a.m. to 5 p.m. EST, Monday through Friday. Call Customer Service at 1-888-211-7440 or email ephelpdesk@ncmail.net.